
The Maine Installer

January, 1994 Dedicated to Professionalism in Underground Tank
Installation Vol. 2, No. 2

The Not Quite Quarterly Newsletter

In the last several months, at least a few of the installers called me on the phone and asked where the next newsletter was. That's good news and bad news. The good news is that at least a few read it and value it enough to miss it when it doesn't come. The bad news is that in the day to day crunch of routine business, its the ongoing communication that gets shafted. Hopefully, this newsletter will help make up for it, at least a little bit.

In our defense, we've been holding off for a time when the news in the newsletter would all be ripe. Turns out, some of the possible stories never developed while others got old on us. Still others are still not ready. There's a lesson in this somewhere, that there is no perfect time.

In any event. Dave McCaskill gives a little advice on installing underground piping associated with above ground tanks. I'll try to shed a little light on what's going on with "Total Quality Management" (TQM) in the office. Of course, there's our regular items and a number of housekeeping ditties to report.

Enjoy. Hint, the newsletter goes well with a cup of hot coffee on a snowy day.

If you have any questions of a technical or regulatory nature that you wish to have answered in this newsletter, please direct them to Jim Hynson, Board of Underground Storage Tank Installers, c/o Maine Department of Environmental Protection, State House Station 17, Augusta, ME 04333. Or call 207/287-2651.



A Friendly Reminder -- Paperwork Needed for Repairs Too

State law (38 MRSA Sec. 563.3) and Department of Environmental Protection (DEP) regulations (06-096 CMR c. 691 Sec. 4.C) require registration materials be submitted if an underground oil storage facility is to be repaired or retrofitted. These requirements are identical to the registration requirements in place when a complete installation or replacement is accomplished.

Therefore, if you're installing leak detection, Stage II vapor recovery, cathodic



protection monitoring, overfill protection, etc., on an existing facility, you need to make sure the paperwork is in order, as if you were doing the whole installation. DEP staff are noticing an increasing number of repairs and retrofits that are not being registered and the Board issued some fines and penalties on such work. A word to the wise -- be careful.

While this may seem to be one more example of the State's red tape, remember this serves the installer's interest too. There may be an installation out there that you completed, but somebody came in later with a repair and botched it. Unless the State has a record of who made the repair, DEP and Board staff will start asking the original installer a lot of questions.



A NEW Chairman

Gerry LaPointe is replacing Steve Jacobson as the chairman of the Board of Underground Storage Tank Installers. He was elected at the Board's January meeting for a 1 year term. Steve is now enjoying a well-deserved retirement from the Board, having served two full years. We'll be featuring Gerry in a bio soon.

Flexibility and Fire Don't Mix

Flexible underground piping systems such as Enviroflex and Geoflex have greatly simplified installation. Both of the previously mentioned systems are approved in Maine and carry U.L. listings for underground use only.

However, use of the systems above ground is prohibited due to the low melting points of the materials used. In a fire, the piping would melt and expose more flammable product to high

temperatures. State Fire Marshal rules prohibit non-metallic piping, including both flexible and fiberglass reinforced piping cannot be used aboveground except under special circumstances..

Recently Dan Small from the Office of State Fire Marshal and I participated in cross educational inspections of aboveground storage tank (AST) facilities with double-walled underground piping. Several of the facilities which we visited had sections of non-metallic piping aboveground and/or combustible

materials sealing off the secondary piping penetration in the lower portion of the diked area. In case of a dike fire, this non-metallic flexible piping or combustible sealer could burn or melt thus providing more product to the fire, or even worse, send burning product down the secondary pipe to the product dispensers.

The simple solution to these problems, as illustrated in the associated drawing, would be to make the transition from underground non-metallic piping to metallic piping inside of the monitoring sump and then go over the dike with metal pipe. This eliminates non-metallic piping above ground and any dike penetrations. Care must be taken to protect the aboveground portion of the piping from impact.

If you have any questions about this, I'd like to talk to you. Please call at 287-2651.

W. David McCaskill, Assistant Engineer, Maine Department of Environmental Protection, Bureau of Hazardous Materials and Solid Waste Control, Division of Technical Services.

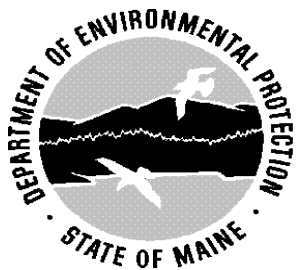


Board Bio: Rance Knowles

Rance Knowles was appointed to the Maine Board of Underground Storage Tank Installers in January 1991 as the designated representative of the Maine Fire Chief's Association. He presently is also the Fire Chief in Manchester, Maine.

Rance was born March 22, 1938 in Gardiner, Maine. He graduated from Manchester Elementary and Cony High Schools (high school class of 1957). He's served as Manchester's Fire Chief for nine (9) years, but worked in various capacities for the town since 1965. Other jobs for the Town of Manchester included Road Commissioner and Code Enforcement Officer.

Rance also spent four (4) years in the military service (Army) and drove oil transport trucks for Wadleigh's Oil and Mobil Oil. His wife, Harriet, and he raised three children, all of which are off on their own now.



Total Quality at DEP

You can't get away from the buzz word "quality" these days. Even when an installer goes home after a hard day "in the trenches," there's the ads on TV that in in phrases such as

"Quality is Job 1." Go get a burger at lunch time at any of the major fast food chains and odds are, the person who served you has had major training in total quality. Just the other day. one of the others workers here needed to call information to get a phone number. Instead of "Can I help you?", he got "How may I be of excellent service to you?" Total quality -- its everywhere.

MISSION STATEMENT

The Legislature has charged that the Department of Environmental Protection shall prevent, abate and control the pollution of the air, water and land and preserve, improve and prevent diminution of the natural environment of the State. The Department shall protect and enhance the public's right to use and enjoy the State's natural resources and may educate the public on natural resource use, requirements and issues.

In pursuing this mission, it is the policy of the Department to treat its employees and the public with courtesy, respect and consideration and to be fair and honest in its dealings, and to be mindful of the special qualities that make Maine a unique place to live and work.

In fact, its even at the DEP. Training in the concept of total quality began about a year ago, and the Department is now just beginning to get its feet wet. From the start the message was this will be a slow process. Five to ten years are needed to really make a difference in the way a company (or an agency) works. In the meantime, the Department is trying simply to better understand what it is about through developing mission, values, and vision statements.

Four pilot teams were formed to begin bringing "TQ" to the DEP's processes.

VISION

- A Maine where people include in every aspect of their daily lives a commitment to the protection and enhancement of our environment.
- A Maine where a stewardship of natural resources ensures a sustainable economy for future generations.
- A Maine where people understand that a healthy environment and a strong economy support one another.
- A Maine Department of Environmental Protection that fosters teamwork, continuous improvement, public service, and creativity with a dedicated, highly skilled and diverse workforce.

While its much to soon for anybody in the Department to declare themselves "expert" at total quality, there appear, at least to me, a couple of guiding principles that are becoming evident: (1) the "problems" we see are often really only symptoms of more underlying, structural issues of how work gets done, and (2) the people who do the work rather than management or outside interest groups are best able to identify and correct what's wrong.

Values

- We value a clean environment where public health and natural heritage are protected.
- We value treating every person we interact with every day as a customer.
- We value working hard to understand the needs of our

customers and we work cooperatively with them.

- We value each individual staff person and believe each is important to the success of the department.
- We value creativity, enthusiasum, innovation and excellence and we build on the efforts of individuals through team work.
- We value performing our work in a timely and effective manner with honesty, courtesy, and respect.

Please be patient with us while we try to improve our service to you.

The four pillot projects:

1. Employee orientation and training -- Develop a a consistent training orientation program delivered in a timely manner to new employees of the department that improves department-wide knowledge...
2. Tracking systems for applications -- Revise existing ... system to refine data content and improve retrievability of information needed by end users of the system...
3. Response system to citizen-reported environmental violations -- Develop a Department protocol for response to complaints filed by members of the public on alleged violations of environmental law...
4. Quality of Applications Received -- Improve the quality of permit applications and work plans received...



Enforcement Update

One installer received a six (6) month suspension and

a \$2500 civil penalty for various acts the Board found him/her to have completed during a hearing held on December 15, 1993. The installer had previously agreed in Consent Agreements to technical violations at two sites, and at one of the sites, installing an unregistered facility (see *The Maine Installer*, vol. 2 no. 1, July 1993). When the installer retrofitted one of the facilities involved in the Consent Agreements, he/she did so without the retrofit being registered with the Department of Environmental Protection (DEP). After being warned against this practice, the installer did the same thing within weeks to the other facility. In the meantime, another unregistered facility which the installer had constructed was found. Finally, the installer attempted to put in an above ground facility at his/her own facility using a used tank truck as the tank and without a permit from the State Fire Marshal. Product piping consisted of bare steel within PVC. In addition to the actions by the Board, both the Fire Marshal and the DEP are requiring the facility be properly retrofitted before being placed back into operation. During the hearing, the installer and his/her attorney unsuccessfully attempted to argue that (1) registration requirements were too confusing to understand, and (2) the piping at the installer's own facility was a suction system and did not require secondary containment -- thus the PVC only was to isolate the bare steel from the soil electrolyte and thus could be used for that purpose.

Two installers wished to be recertified without having completed the required eight (8)

hours continuing education. Both agreed to Consent Agreements involving six (6) month probations to complete the needed education. One also agreed to a \$250 civil penalty, while the other was able to demonstrate that medical reasons had prevented him from obtaining the education. In the latter case, no civil penalty was assessed.

One installer admitted to installing an unregistered facility, in violation of 38 MRSA Sec. 563.1.A. He and the facility owner registered the facility, and the installer agreed to a \$250 civil penalty in a Consent Agreement.

The Board declined to pursue action against an installer who is withholding a "Certificate of Proper Installation" form for a Federal site because of a civil dispute regarding payment for the installer's work.

Getting Credit Where Credit is Due

If you took a 40 hour OSHA course from Thomas R. Bickford and/or "The Resource Consortium" prior to January 1993, we need to know about it. The course was approved by the Board for eight (8) hours continuing education credit until that time, but the sponsor has not provided us with a complete listing of who took the course and when. We've gotten calls from several installers, nearing the time when their certificates expired, who took this course but the information was never sent to us. Our information was they were short of credit hours.

If you did take this course prior to January 1993, please send us a certificate of completion and we will credit your attendance to the continuing education requirements if the course is applicable to your

current certification period. If you took the course after January 1993, you may apply to the Board for credit under your own name.

This serves as yet another reminder that its in your interest to keep your own records of your own education. Its your own insurance against the system fouling up.



Training Opportunities

Since the last newsletter, the Board accredited or renewed the credit of the following courses:

- ☛ "Guide to Voluntary Compliance -- OSHA Chapter 1910," is offered by the Maine Bureau of Labor Standards. It is a 40 hour course that was approved for eight (8) hours credit and is free of charge. Scheduling is accomplished as the need arises. Contact Pattie Page, Maine Bureau of Labor Standards, State House Station 82, Augusta, Maine, 04333; 207/624-6460.
- ☛ "Guide to Voluntary Compliance -- OSHA Chapter 1926," is offered by the Maine Bureau of Labor Standards. It is a 40 hour course that was approved for eight (8) hours credit and is free of charge. Scheduling is accomplished as the need arises. Contact Pattie Page, Maine Bureau of Labor Standards, State House Station 82, Augusta, Maine, 04333; 207/624-6460.
- ☛ An OSHA Basic Health/Safety Refresher offered by Field Services, Inc. was approved for three (3) hours credit. It's also scheduled on an ongoing basis; the planned cost is \$100. Contact Alan Lyscars, Field Services, Inc., 995 Forest Avenue, Portland, ME, 04103; 207/878-9070.
- ☛ "MODA Tank Installers' Training" is approved for six (6) hours credit and will be offered on or about March 1-2 in Portland and Bangor. The cost is \$50 for MODA members and \$75 for nonmembers. It will feature information on leak detection and tank removal safety. Contact Peter Merrill, Maine Oil Dealers' Association, P.O. Box 906, Yarmouth, ME 04096. Telephone 207/846-5113.
- ☛ Several installers will receive two (2) hours credit for their applications to "Contractor Day 1994," which is being sponsored by the State of New Hampshire, Department of Environmental Services (6 Hazen Drive, P.O. Box 95, Concord, NH 03302-0095). Any other installers wishing to receive credit should apply to the Board. The program will be offered on February 9 in Concord, NH at no cost. Contact Lynn Woodard at 603/271-3644.
- ☛ "How to Install Underground Storage Tanks and Piping," is approved for six (6) hours credit and was offered January 26, 1994 in Augusta by PIM Enterprises. It is associated with a course entitled "Contractor's Guide to UST Closure," which will be offered the next day and is approved for four (4) hours credit. The installation course cost is \$195, while the closure course costs \$125. Registration for both courses is \$295. Contact Phil Pimentel, PIM Enterprises, 205 Western Ave., Augusta, ME, 04330. The telephone is

207/622-4192 and the fax is
207/622-7012.

In addition to courses approved by the Board, a number of other educational opportunities are available. The Board's rules allow installers to apply for credit for education when the course sponsors do not. The College of Engineering, University of Wisconsin--Madison (432 North Lake St., Madison, WI, 53706; 800/462-0876) continues to offer a number of programs of potential interest to tank installers. These courses include, but are not limited to: "Design of Corrective Action Systems for the Cleanup of Flammable Liquid and Solvent Contamination" (February 14-18,

1994, \$1050), "24 Hour Workshop For Emergency Response Teams -- Technician Level" (to be offered April 18-20, 1994 and June 1-3, 1994 at a cost of \$750), "40 hour Workshop for Superfund and RCRA" (March 28-31, 1994 and June 27-30, 1994; \$895), "40 hour Workshop for Underground Storage Tank Workers" (March 14-17, 1994, \$895), "8 Hour Workshop on Confined Space Entry" (March 18, 1994, \$295), "8 Hour Workshop for Managers" (May 6, 1994, \$250), "8 Hour Refresher Workshop for Hazardous Waste Operations and Emergency Response Activities" (April 21, 1994, \$295), and "Monitoring Well Technology: Design Installation and Sampling" (June 13-15, 1994, cost unknown).

State of Maine
BOARD OF UNDERGROUND
STORAGE TANK INSTALLERS
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